



MPEP Support Helpdesk Messages

This document will catalog all of the current MPEP Support Desk Messages that have been sent via email to all current Qualified Entities (QE). All messages contained in this document will be current; any information that is no longer relevant will be removed on an as needed basis. QE's should contact MPEP Support if there are any questions regarding the information provided in this document.

Message sent 02/09/2015- Handling of PE Applications

This message is to clarify correct handling of a PE application that also includes someone in the household who wants to apply only for 3-day emergency Medicaid coverage.

Multiple Applicants-

If you are taking an application where some applicants are applying for both PE and ongoing Medicaid but other household members only want to apply for ongoing Medicaid, MPEP should be used to submit-both the PE and the ongoing Medicaid application. In MPEP, select the option to apply only for ongoing Medicaid and not for PE for that individual. Do not fax or mail in paper copies of the application to DHS when the application has already been submitted in MPEP.

3 Day Emergency-

If you are processing an application and any person on that application is wanting to apply for ongoing Medicaid and needs to be looked at for 3-day emergency coverage, submit the ongoing Medicaid application through MPEP. After the application has been submitted and the results have been accepted, notify the MPEP Support Helpdesk of the applicant's need to be looked at for 3-day coverage. The MPEP Support Helpdesk will get this information forwarded to DHS.

Reminder -

The following information can be found in the FAQ located on the Presumptive webpage. A link to the website can be found at the bottom of this email. The FAQ gives the following general guidelines for applying:

Should we have the applicant apply for PE or should they just apply for regular/ongoing Medicaid?

- It is up to the applicant to decide the benefits, if any, for which they want to apply.

- It is the responsibility of the Presumptive Provider to ensure the applicant understands their options so that the applicant can make an informed decision.
- It is more inclusive to fill out the PE Application because it includes both the PE application and the subsequent filing of the full Medicaid application.
- If the applicant chooses to apply for both PE and ongoing Medicaid, providers should not routinely send in paper copies of the application to Provider Services, the MPEP Support Desk, or to local DHS offices. However, providers are required to save signed copies of the applications and make these available upon request.
- If the applicant chooses to apply only for ongoing Medicaid, the application should be submitted directly to DHS. The application should not be submitted on MPEP if no one is applying for PE. Note: this ONLY applies if NO ONE in the household is applying for Presumptive Eligibility.

Presumptive Eligibility Page - <https://dhs.iowa.gov/ime/providers/tools-trainings-and-services/medicaid-initiatives/pe>

Message sent 11/18/14-County of Residence Errors- Update

When entering an application for someone who is homeless the address that contains the county must still be selected. You will need to enter:

General Delivery

The city the applicant is homeless in

The Zip code the applicant is homeless in

The County the applicant is homeless in

Do **not** select the address that says “other” before the zip code unless the applicant is not a resident of Iowa. Selecting the address that says “other” may cause delays for the applicant in accessing their PE benefits.

If a normalized address with the applicant’s county does not appear for you to select in MPEP, you must enter the applicant’s county of residence in MPEP so the correct normalized address can be selected. Use the link shown in the original email if you need to find the applicant’s county of residence.

A sample screen shot of the address normalization screen with the **correct address selected** is shown below.

APPLY
for Benefits

Select Address

Welcome Start Application People Job and School Income Other Submit Application

Percent Complete: 28.0%

The home and/or mailing address you entered has been corrected.
Choose one of the options below for your home and/or mailing address.

Your Mailing address as you entered is:

☐ GENERAL DELIVERY
DES MOINES, IA POLK 50313

Or:

☒ General Delivery
Des Moines, IA Polk 50318

Back Save and Continue

Message sent 11/07/14-County of Residence Errors

We are seeing many errors in the county of residence being selected by QEs in MPEP. To prevent this error, you must select the address that shows the applicant's **county** of residence on the address normalization screen in MPEP. The county appears before the zip code in the address.

Do **not** select the address that says "other" before the zip code unless the applicant is not a resident of Iowa. Selecting the address that says "other" may cause delays for the applicant in accessing their PE benefits.

If a normalized address with the applicant's county does not appear for you to select in MPEP, you must enter the applicant's county of residence in MPEP so the correct normalized address can be selected. Use the link and instructions at the end of this email if you need to find the applicant's county of residence.

A sample screen shot of the address normalization screen with the **correct address selected** is shown below.

APPLY

for Benefits

Select Address

Welcome
Start Application
People
Job and School
Income
Other
Submit Application

Percent Complete: 28.0%

The Home address you entered has been corrected.
Please choose one of the options for Home address.

Your Home address as you entered is:

611 5TH AVENUE
DES MOINES, IA OTHER 50309

Or:

611 5th Ave
Des Moines, IA Polk 50309

Back Save and Continue

Click on this link and then follow the instructions to find a residence county by entering an applicant's address:

<https://tools.usps.com/go/ZipLookupAction!input.action?mode=0&refresh=true>

Enter the applicants address. Click Find. On the next screen click "show mail industry standards". The residence county will be displayed for the address. Screen prints shown below.

Look Up a ZIP Code™

By Address
By Company
Cities by ZIP Code™

Look up ZIP Codes™ by street address, city, and state. Or, find all ZIP Codes™ within a city and state.
You can also enter a street address and ZIP Code™ to get a standardized version of the address.
*Indicates either a city and state OR street address and ZIP Code™ combination are required.
Enter only English in all fields.

*Street Address: 611 5th Avenue

Apt / Suite / Other:

*City: Des Moines

*State: IA - Iowa

ZIP Code™: 50309

Find

You entered:

611 5TH AVENUE
DES MOINES IA 50309

Here's the full address, using standard abbreviations and formatting...

611 5TH AVE
DES MOINES IA 50309-1603

Show Mailing Industry Details ➔

Look Up a ZIP Code™

By Address By Company Cities by ZIP Code™

You entered: [Look up another ZIP Code™](#)

611 5TH AVENUE
DES MOINES IA 50309

Here's the full address, using standard abbreviations and formatting...

611 5TH AVE
DES MOINES IA 50309-1603

[Hide Mailing Industry Details](#)

Carrier Route	C013
County	POLK
Delivery Point Code	11
Check Digit	1

Message sent 09/02/14- System Downtime Update

Instructions for handling MPEP System Downtime were previously issued on 9/2/14. These instructions are now being modified for how to handle MPEP system downtime on weekends and state holidays. What has changed is that you do not have to wait for instructions from MPEP Support to re-enter the PE application; you may enter the application as soon as the system becomes available. The modified instructions are shown below.

MPEP Support Desk Message – System Downtime

As you know, the MPEP Portal goes down for routine maintenance each evening Monday – Friday at 7pm. While this routine downtime is expected to be brief, typically about 15 minutes, it has come to our attention that on some evenings the MPEP portal remains down for an extended period of time. We are aware that this extended system

downtime causes issues because QEs were given the following instructions (in emails sent May 22nd and July 29th).

MPEP currently allows QEs to enter an application date that is prior to the date the presumptive eligibility entries are completed in MPEP.

Our Federal partners have informed us that presumptive eligibility cannot begin any earlier than the date the PE determination is made in MPEP. Until the MPEP system can be updated to comply with this requirement, QEs must:

- Only enter the **current date** (date application entries are being completed in MPEP) in the “date of application” field.

First step – Self-Directed Troubleshooting:

- The MPEP portal is not taken down for daily maintenance until 7pm Monday - Friday. If you are in the process of entering an application, make every attempt to complete the MPEP entries prior to 7pm (Mon-Fri).
- Many of the issues reported to the MPEP helpdesk are due to login errors. Before doing anything else, make sure you have logged on to MPEP correctly as explained in the guide - MPEP Login Support at <http://dhs.iowa.gov/ime/providers/tools-trainings-and-services/provider-tools>

Second step – Workaround:

If you need to enter an application and MPEP remains down after 7:30 pm (Mon – Fri), complete ALL of the following steps:

- Take a screen shot documenting the time you are attempting to log in and save that where you save copies of the signed applications.
- Try again in 30 minutes. If MPEP is still down for maintenance, take another screen shot documenting your second attempt and also save that with your signed application. The screen shots are needed for audit purposes.
- Send a copy of your second screen shot with the applicant’s name and date of birth to the MPEP Support desk at imempepsupport@dhs.state.ia.us . This is needed in the case an application is reviewed for auditing.
- When MPEP becomes available again, you may enter the application using the date that you attempted to log into the system instead of the current date. You should enter these applications into the system as soon as the MPEP portal becomes available.

MPEP Scheduled Downtime:

- The MPEP portal is not taken down for daily maintenance until 7pm Monday - Friday. If you are having trouble accessing the portal before 7pm (Mon - Fri), contact the MPEP Support desk for help immediately at imempepsupport@dhs.state.ia.us

Weekends and State Holidays:

- Please be aware that MPEP Support is not available on weekends or state holidays.
- If you experience an issue with MPEP during the weekend or on a state holiday, document your issue and take screen shots.
- When MPEP becomes available again, you may enter the application using the date that you attempted to log into the system instead of the current date. You should enter these applications into the system as soon as the MPEP portal becomes available.

Message sent 11/04/14- Update to email sent on 10/06/14 Changes in MPEP

This email serves an update to the highlighted issue below.

The following 3 existing fields have been fixed so they are once again optional rather than required fields.

What is your citizenship status?

Document Type:

ID Number:

Change from Optional to Required Fields:

As shown below, 3 existing fields have been marked with a red asterisk (*) indicating they are now required rather than optional fields. This is a system defect. We anticipate changing these 3 items back to optional fields within approximately 7 days.

What is your citizenship status? *

Document Type: *

ID Number: *

Until this can be fixed in MPEP, if the applicant does not provide or does not know this information, the fields must still be entered to proceed through the application in MPEP. If this occurs, select any item from the dropdown selections offered for the first two fields ("What is your citizenship status?" and "Document Type"). Then type "CORRUPT" in the "ID Number" field to alert DHS that the information provided in these fields is not valid.

If the applicant does provide the information needed to complete these fields, enter the information as provided by the applicant. The information entered in these fields will not impact the Presumptive Eligibility determination, but will be helpful in speeding up processing if the individual is also applying for ongoing Medicaid.

Message sent 10/16/14- Error Code 0

We are having reports of QEs receiving an 'Error Code 0' when submitting a PE application. We have determined that one cause is due to the authorized representative page. Until further notice, do not enter an authorized representative on the PE application until the issue has been resolved.

Message sent 10/06/14- Changes in MPEP

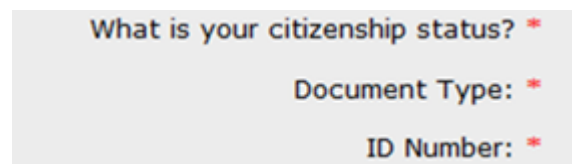
This message is to notify all Qualified Entities of changes that you will see in the MPEP beginning Monday October 6, 2014.

New Fields:

- Two new fields will display for Lawful Permanent Resident (LPR) immigrants to provide their 'Date of Entry' and 'Residence Since' dates. These fields are optional, and should be entered if the applicant provides this information. The information entered in these fields will not impact the Presumptive Eligibility determination, but will be helpful in speeding up processing if the individual is also applying for ongoing Medicaid. If the information is not known, leave the fields blank.

Change from Optional to Required Fields:

As shown below, 3 existing fields have been marked with a red asterisk (*) indicating they are now required rather than optional fields. This is a system defect. We anticipate changing these 3 items back to optional fields within approximately 7 days.

A screenshot of a web form with a light gray background. It contains three lines of text, each followed by a red asterisk: "What is your citizenship status? *", "Document Type: *", and "ID Number: *".

Until this can be fixed in MPEP, if the applicant does not provide or does not know this information, the fields must still be entered to proceed through the application in MPEP. If this occurs, select any item from the dropdown selections offered for the first two fields ("What is your citizenship status?" and "Document Type"). Then type "CORRUPT" in the "ID Number" field to alert DHS that the information provided in these fields is not valid.

If the applicant does provide the information needed to complete these fields, enter the information as provided by the applicant. The information entered in these fields will not impact the Presumptive Eligibility determination, but will be helpful in speeding up processing if the individual is also applying for ongoing Medicaid.

Tell Us More Page

- Previously the 'Save and continue' button when clicked multiple times was causing some programs to appear multiple times on the 'Select a Program' drop down menu. Now the QE will be able to click the 'Save and continue' button only once.

Household Relationship Page

- The applicants' names will now display in order by age (oldest to youngest). If two individuals have the same DOB, they will display in order of which they were entered.

Delete Button

- Previously an error occurred when trying to delete a person in MPEP. A person can now be deleted without encountering an error.

Message sent 09/23/14- Social Security Number (SSN)

Recently we have seen some applications come through with errors related to data entered in the social security number field in MPEP:

Unknown Social Security Number

If you do not know the applicant's social security number or they do not provide it to you, **you must leave that field blank**. Do not enter in any numbers as this could cause significant delays in processing the applications.

Social Security Numbers that begin with 9

When entering an SSN, do **NOT** enter a number that starts with the number '9' because this is not actually an SSN.

An applicant who provides a nine-digit number that begins with the number '9' is actually using an Individual Taxpayer Identification Number (ITIN) rather than an SSN. An ITIN is a tax processing number issued by the Internal Revenue Service. Entering an ITIN in the SSN field will result in the applicant's record being rejected by DHS systems including ELVS. This means that entering an ITIN in the SSN field will cause **significant delays** (e.g. up to several weeks) in the person's ability to access services or to get claims paid.

SSN finds a match in MPEP, member has changed their name

When entering a new application on MPEP and the SSN matches the DHS records for an individual who has changed their name (marriage, divorce, adoption, etc...), change the name to the name that matches DHS records when provided this opportunity during CIN creation in MPEP. After the application has processed in MPEP, report the new name to MPEP Support so that we may note the record with the correct name for the IM Worker. The IM Worker will follow up with the applicant to verify the correct name and update DHS records.

If the QE does not enter an SSN, then the CIN logic in MPEP requires that both the first and last names match the records we have on file, or else a new CIN will be created. If you know the applicant has a CIN under another name, follow the same process described above - enter the

applicant's old name in MPEP & then report the new name to MPEP Support to have DHS update the records.

If you do not know if the applicant already had a CIN under the previous name and you enter the new name, a new CIN will be created because the system will not know this is the same person.

Message sent 09/11/14 – Presumptive Policy Manual

The policy manual for presumptive eligibility can be found at [this link](https://dhs.iowa.gov/sites/default/files/All-IL.pdf) <https://dhs.iowa.gov/sites/default/files/All-IL.pdf> Policy related to PE begins on page 19 of this manual. The policy manual has information you need to know about presumptive eligibility policy and should be reviewed as part of your training materials.

At this time, there are some changes that need to be made to the manual:

- The “date of application” that is entered on MPEP must be the current date (see email blasts dated May 22, July 29, and Sept 2); see also the MPEP Support Helpdesk Message dated Sept 2 for a current work around for system outages.
- Applicants for all PE program types may opt out of having their application submitted for ongoing Medicaid. Until the MPEP system can be updated to meet this requirement, contact us if an applicant for the PE program type of Children or Hospital Groups wants to withdraw their ongoing Medicaid application.
- There are now many other QE provider types in addition to Hospitals that may process the PE program types of Parents/Caretakers, Former Foster Care (EMIYA), and IHAWP.

You will be notified when these or other changes are made to the PE policy manual.

Message sent 08/14/14- Application Date and System Issues

Presumptive Medicaid eligibility policy does not allow effective-dating of presumptive eligibility prior to the date that an eligibility decision is made in MPEP.

However, when a system defect in MPEP prevents timely completion of the PE determination, the effective date of PE benefits (if eligible) will be protected back to the date system entries were first attempted and could not be completed in MPEP. QEs must report system errors immediately to the MPEP Support help desk to ensure this occurs. MPEP Support will determine if a system defect delayed PE Benefits and will work with DHS to ensure PE benefits are processed to the appropriate effective date.

We have found a defect that is currently keeping presumptive applications from being submitted correctly through MPEP. The root cause of the defect is related to certain entries in the race field. To prevent this system error from occurring, if a presumptive applicant indicates their race is Samoan, Hawaiian, Guamanian or Other, do not make a selection in the race field. We will send out an update when this defect is resolved.

Message sent 07/16/14- Portal Error

Some of you may be aware that currently MPEP will allow you to skip entries and go directly to the “submit application” tab. Until this defect can be fixed in MPEP, it is important that you do not skip entries in this way as it can seriously affect the member’s eligibility. Doing this may result in an incorrect eligibility determination or problems with accessing their benefits if the client gets approved without a client ID number (CIN).

You should always try to gather as much information from the client as they are able to provide for all applications. Please also remember that you must ALWAYS get a signature from the client on either the paper application or the summary application printed from MPEP.

Message sent 07/2/14- Presumptive Providers and Qualified Entities

The MPEP Support Desk would like to remind you that beginning July 1st, 2014 some of you may be eligible to begin processing presumptive applications for all five categories. The list in the email sent June 27, 2014 identifies those who this change will affect. You may find a copy of that email by scrolling down. You do have the option to opt out of any category, if you choose, by contacting MPEP Support Desk at IMEMPEPSupport@dhs.state.ia.us

Over the next week you will see the “Select a Program” tab change. The “Children” category will go away because it will be included in with the “PE Hospital Groups”.



The screenshot shows a web interface with two main tabs: 'Information links' and 'APPLY for benefits'. The 'APPLY for benefits' tab is active. Below the tab, there is a section titled 'Select a Program*' with a red asterisk indicating required fields. A note below the title states '*Red asterisk indicates required'. There are four radio button options listed: 'PE BCCT', 'PE Children', 'PE Hospital Groups', and 'PE Pregnant Women'. The 'PE Children' option is selected, indicated by a red square next to its label. At the bottom right of the form, there are two buttons: 'Back' and 'Save and Continue'.

Also important to note, the Hospital Groups tab name will change to Adults and Children.

Message sent 06/27/14- Presumptive Providers and Qualified Entities

Attention Presumptive Providers (PP) and Qualified Entities (QE)

Currently Iowa Medicaid Hospitals that enrolled as a QE are able to complete presumptive eligibility determinations for 5 of the 6 categories PE Medicaid categories:

1. Children under the age of 19.
2. Pregnant women (coverage of services limited to ambulatory prenatal care).
3. Parents and caretaker relatives.
4. Individuals 19 or older and under 65.
5. Former foster care children under age 26.

This spring, Iowa passed legislation that allows the State to expand the eligible providers who can do presumptive determinations for the above 5 categories. Effective July 1, 2014, if you are a certified QE and your provider type is listed below you will have the ability to complete PE for all 5 PE categories.

GENERAL HOSPITAL
PHYSICIAN MD
PHYSICIAN DO
RURAL HEALTH CLINIC
CLINIC
COMMUNITY MH
AREA EDUCATION AGENCY
NURSE PRACTITIONER
INDIAN HEALTH SERVICE
FAMILY PLANNING
MENTAL HOSPITAL
SCREENING CENTER

MATERNAL HEALTH CENTER
CERTIFIED NURSE MIDWIFE
BIRTHING CENTER
FEDERAL QUALIFIED HEALTH CENTER
LOCAL EDUCATION AGENCY
PUBLIC HEALTH AGENCIES

Message sent 06/16/14- Medicaid Presumptive Eligibility Clarification

This email serves to clarify policy and procedure for all Qualified Entities (QE) who complete Presumptive Eligibility determinations.

Presumptive Eligibility (PE) for Medicaid is determined based on the applicant's self-attested situation. Verification cannot be requested or required. However, the PE applicant is responsible for providing complete and accurate information about their current situation, and the QE is responsible for clarifying any information provided by the PE applicant as needed to ensure complete and accurate information is entered into MPEP for the PE determination.

Examples of questionable information that should be clarified by the QE before making MPEP system entries include, but are not limited to:

- PE applicant attests to being an Iowa resident but does not have either an Iowa mailing or living address. Both the mailing and living address provided by the applicant is out of state.
- Two different PE applicants apply for PE on the same day with the same QE. Each PE applicant says they are married but lists no other persons living in their household, but each PE applicant lists the same address as the other and both applicants share the last name so it appears they may be a married couple living together.

When QEs become aware of such discrepancies, they must clarify the situation with the household to be sure the information reported on the application and entered into MPEP is complete and accurate. The QE must also document clarification of any information provided by the applicant as part of the file the QE maintains to support the PE decision.

QEs that need to let DHS know about any information reported on the PE application that cannot be entered into MPEP should email the MPEP Support desk or call the DHS Contact Center.

Message sent 3/12/14- Error Thrown When DHS portal and MPEP are Both Active

Medicaid Presumptive Eligibility Provider (MPEP) ***FYI #78 - Error Thrown When DHS Portal and MPEP are Both Active*** is retired.

Previously: An error was encountered if a provider tried to submit an application in the Medicaid Presumptive Eligibility Portal (MPEP <https://dhsmpep.iowa.gov/>) when the Iowa DHS Services Citizen Portal (<https://dhsservices.iowa.gov/apspssp/ssp.portal>) was active and being used on their desktop computer or laptop screen at the same time

Now: Providers are able to have both the MPEP Portal and the DHS Services Citizen Portal active on a desktop or laptop computer screen at the same time.

Message sent 03/4/14- Clients Requesting Retro Coverage via a Presumptive Application

Currently there is not a way for Qualified Entities (QEs) to indicate a client has requested retro Medical. Until this process allows for the QE to indicate the client is requesting retro the QE will contact the Contact Center. The Contact Center will notate in ECF the request. If the e-app has been cataloged the Contact Center will email the IM worker.